



Presence Video Interactions

Integrate video-attention as one more channel in your omnichannel contact center strategy

The introduction of video, as another channel of communication in the Contact Center, improves collaboration between customers and agents of customer attention services. It allows a more natural and fluid understanding between people, making it more similar to the treatment obtained when we are attended in person. This is why the use of video and audiovisual applications makes sense in order to satisfy expectations when it comes to receiving a closer and more personalized service.

Evolving at the pace of digital transformation

The Presence Video Interactions solution responds to a technological trend in which video applications play a prominent role, such as in the Internet environment, social media or advanced communications services.

Real-time communication just a click away

To create and process audiovisual content, audio, video and data, only a web browser (Mozilla Firefox, Google Chrome and Opera) is required, as the connection is managed by the WebRTC protocol, natively supported by the most commonly used browsers today.

Functionalities

- Leverages the same intelligent routing strategies based on business rules and ACD distribution used for conventional telephone calls.
- Agents use the same telephone device (physical or softphone) in which they receive conventional telephone calls, avoiding the use of double terminal and making it easier for agents to concentrate on the service instead of managing several applications.
- It integrates the video-call channel as an additional service for agents, combined and integrated with the management of interactions in existing channels such as regular calls, e-mails, Web chats, etc. This includes a single agent application, supervision, reporting and statistics of services enabled with this new type of interaction.

Benefits

- Highly personalized face-to-face attention. Similar to an in-person attention, but at a lower cost and with greater productivity of your agents.
- Immediate and reliable customer identification, either through the credentials entered on the website from which the video call is requested, or through the video communication itself.
- Communication in context: Along with the video call request that the client initiates on the website, session variables such as the credentials provided on the website, fields in a form or a specific page/section of the website where the client is located in the request, can be attached.
- Minimal effort for the customer to, in the context of a web browsing, contact and resolve doubts in real time with a Contact Center agent, increasing the conversion rate and decreasing sales frustrated by not having this capability.
- Quick and easy implementation on an existing Presence Suite system integrated with the management of other interaction channels.
- Agent tool as a Web application, to simplify the management of each interaction, coordinate the attention in multiple services and channels (blending) and make your work more agile and productive.

Contact us and discover how Enghouse Interactive can transform the Contact Center into a mission-critical function within your organization

Enghouse Interactive (www.enghouseinteractive.es/en) delivers technology and expertise to maximize the value of every customer interaction. The company develops a comprehensive portfolio of customer interaction management solutions. Core technologies include contact center, attendant console, predictive outbound dialer, knowledge management, IVR and call recording solutions that support any telephony environment, on premise or in the cloud. Enghouse Interactive has thousands of customers worldwide, supported by a global network of partners and more than 800 dedicated staff across the company's international operations.

More information: www.enghouseinteractive.es/en

